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ANNEX I

Terms of Reference

Online Book Selling

Table of Contents

1. INTRODUCTION 3

2. BACKGROUND 3

3. DELIVERABLES 3

4. TIMELINE 4

5. BUDGET 4

6. EVALUATION CRITERIA 4

7. PROJECT OVERVIEW 5

8. SYSTEM REQUIREMENTS 5

8.1 Back-Office Software 5
8.1.1 Stock Control 5
8.1.2 Billing & Sales 6
8.1.3 Customers 6
8.1.4 Search 6
8.1.5 Statistics 7
8.1.6 Administration 7
8.1.7 Database 7
8.2 E-Commerce Website 8
8.1.8 General Information 8
8.1.9 Products Section 8
8.1.10 Search 8
8.1.11 Online Shopping Module 8
8.1.12 Client Account Section 9
8.1.13 FAQ section 9
8.1.14 Site-map 9
8.1.15 Administration 9
8.1.16 Back-Office Interaction 10
8.2 Common Non-Functional Requirements 11
8.2.1 Usability 11
8.2.2 Reliability 11
8.2.3 Performance 11
8.2.4 Supportability & Maintainability 11
8.2.5 Security 11
8.2.6 Acceptance 11
8.2.7 Warranty 12

9. DATA ENTRY 13

10. APPLICATION SERVER 13

11. BARCODE READERS 14

12. PRICE SCHEDULE FORM 15

1. INTRODUCTION

UNDP/PFF invites companies or consortia to submit proposal for online book selling project.

Please submit at least the following as part of your quotation:

- Breakdown of the quote according to the "Price Schedule Form"
- References for projects of a similar scope.
- Description of the system(s) you would like to use.
- Timeline.

2. BACKGROUND

The UNDP (EU-funded programme) Partnership for the Future (PFF) has been providing support to Cypriot SMEs through various capacity-building activities and grant schemes since 2003. The ICT Grant Scheme is one of the initiatives offered by the "Partnership for the Future (PFF)" Programme funded by the European Union and executed by the United Nations Development Programme (UNDP). UNDP/PFF ICT Grant Scheme is meant to assist Turkish Cypriot micro, small, and medium-sized enterprises (MSMEs) committed to integrating themselves into the general information and communication (ICT) developments, thus enhancing their capabilities to compete in the EU market. Işık Kitabevi is one of the qualified candidates for this grant scheme which aims to setup an ERP integrated e-commerce web site to sell books online.

3. DELIVERABLES

The offerer has to supply the following deliverables for the projects, in line with the common specifications and additional specifications attached:

- Detailed requirements gathering in cooperation with the beneficiary.
- Delivery and installation of the application server and the barcode readers.
- Installation of the back-office software to the company's application server as well as on three client PC's.
- Design, creation and implementation of the e-commerce web site integrated with the back-office software.
- Data entry of 25000 books.
- User manuals of the back-office software and the e-commerce web site admin panel in Turkish.

4. TIMELINE

We ask offerers to adhere to the following time line. We expect the offerer to stick within these timelines once they have committed to them, unless there is a delay clearly attributable to UNDP, the beneficiary, or external factors that could not have been foreseen.

- Deadline for delivery of quotations: 1 March 2010, 16:00 EET (UTC+2).
- Expected delivery time: Maximum 3 months.
- Warranty period: Minimum 1 year.

5. BUDGET

We expect offerers to present their budget using the "Price Schedule Form" attached. (See page 9).

6. EVALUATION CRITERIA

We expect to evaluate the proposals based on the following factors:

- Total cost.
- Ability to deliver by the deadline specified.
- Quality of the system proposed.
- Company experience with related projects.

7. PROJECT OVERVIEW

The purpose of this project is to automate the internal processes of Işık Kitabevi with back-office software and enabling online sales with a back-office integrated B2C e-commerce website.

This system will include two different parts. Part 1 as the back-office part which will be used by the company staff for accessing, processing and updating of data. There will be also an e-commerce web site which will be intended for the customer usage for marketing and selling of products. The system should be able to work in real-time as a whole.

8. SYSTEM REQUIREMENTS

Requirements have been classified as functional and non-functional. Non functional requirements apply to both back-office and e-commerce sections of the system while each part has its own functional requirements.

8.1 Back-Office Software

Back-office software should contain the following modules/functions and the user interface should be in Turkish.

8.1.1 Stock Control

This module should basically handle stock control. Stock module should be working in real-time with the POS system in order to update the stock numbers depending on sales & returns. Number of units of each book will be checked from the stock and the user/admin will receive a warning message. There will be a customizable warning message center where the user can add/remove books to receive messages when a certain stock number is reached. Number of stock remainder of books and the list should be modifiable for the warning messages. Customizable stock reports should clearly indicate the number of deficient books and by customers they were ordered by. Each book's stock number in the warehouse and on the shelves should be stored.

This section will also be used for editing the book prices by publisher/writer/title individually and/or in bulks. Increasing & decreasing of prices will be done by entering a price percentage amount which then will be used to automatically to calculate the total price. Depending on the result, prices may be rounded in order to prevent inappropriate prices. Manual editing of prices and rounding value should be also possible.

VAT percentage of each product will be entered to the system which then will automatically calculate the tax value and use it with EFTPOS system. If the VAT is already included within the book price, then the VAT percentage and cost should be clearly indicated.

8.1.2 Billing & Sales

All sales, refunds, payments, billing, stock processing and accounting system should be working in an integrated manner. Reports and billing output should be in the desired format with variety of contents. All kinds of payments including cards, cash, discounts, cheque, installments and late-payments should be processed. All the payment history should be recorded with complete details – customer, bank, account, card, dates etc. Also there should be automatic warning messages for undelivered products, stocks, returned products or faulty payments. There is a variety of products such as pens, pencils and folders which should be registered within the accounting system to be used in-line with POS system. Variety of accounting reports should be printable from the system.

8.1.3 Customers

Each customer profile will include his/her contact information and a list of books with their details. Each book will also have a profile to include a list of customers with contact details who ordered that particular book. Customers will be ordering books that may be out of stock. All this information should be available for printing. Depending on the book title(s) or categories, list of interested customers or buyers should be produced. Again warning message center should display warnings of undelivered or late products. Interested customers can be identified by the category of the books they buy.

Details of the book list on the customer profile page will include: Book Title, Writer, Distribution Point, Order Date, Arrival Date and Estimated Arrival Date.

Payment details of the purchased book: Date of purchase, Payment method, Credit/Debit Card Details, Bank Account Details and Bank Details.

Details of the book profile page will include: Buyers/Customers and Interested Customers.

8.1.4 Search

Search module should be able to find and return thousands of results with a readable presentation. Variety of search methods should be available including search by: Book Title, Writer First Name, Writer Last Name, Publisher, ISBN, Category, Sub-category, Keywords, Shelf Code, Book Description, Translator(s), Original Name (where applicable) and Shelf Number(s). There will be an extra client computer for the customers to in order to browse for books and get information.

8.1.5 Statistics

This section should use the statistical sale data in order to provide information such as number of books sold by: Writer, Title, Publisher and Payment Methods (Cheque, Cash, By Credit, Credit/Debit Card).

There will be a variety of result filtering parameters which are:

- A certain sale date or between two sale dates
- Number of sold copies
- More/less than number of sold copies
- If the software includes an integrated accounting system, then this information should be provided with related information such as amount of expenses, profit, stock remainder etc.
- Highest selling books
- Lowest selling books

All these statistical data should be integrated with the accounting system in order to provide information such as amount of profit and expenses in order to see the effect of the products on the income of the business.

8.1.6 Administration

There will be admin user rights for administration and management of the User Accounts & Access Rights held within the system.

8.1.7 Database

- Capacity: A stable database should be employed in order to keep the details of thousands of books. ISBN number may be used as the primary key. Stability is highly important since thousands of records will be processed.
- Content: All kinds of details of books, magazines, customers, banks, stock, partnership companies & suppliers, publishers and writers should be stored.
- Real-time: Database should be the same for both the back-office and e-commerce sections of the system where all the changes are automatically updated in real-time.

8.2 E-Commerce Website

A B2C e-commerce web site in Turkish will be developed and integrated with the back-office system of the company. In general, this application will enable the customers of the company to browse for and buy books, view special offers, place & track orders, book in their preferred delivery slots, make payments. Web site specifications of the project are listed below. UNDP-PFF reserves the right to make minor changes in the web site sections. Details will be worked out in requirements gathering workshops with the beneficiary.

8.1.8 General Information

- Corporate information section: History and About Us.
- Contact page: Contact details and a contact form. Email alert triggered by contact form post.

8.1.9 Products Section

- Categorized list of books.
- Detailed information about each corresponding book and description.
- Special offers such as cut-price and together-sold books.
- Detailed information about the books: Title, Writer(s), Publisher, Book Description, Cover Page, Factual Details, Number of Pages, Language, ISBN, Barcode, Weight and Number of sold copies.
- Real-time stock and price information.
- Stock remainders.
- Detailed information about the magazines: Magazine Title, Cover Page, Issue and Date.

8.1.10 Search

Search within the web site content and also for products within certain dates. Results will be sorted in various orders such as alphabetically ascending or descending. Searching should be available as:

- Searching, both free text and by category.
- Sorting in various orders such as alphabetically ascending or descending.

8.1.11 Online Shopping Module

- Customer authentication via login.
- Shopping cart: Adding products, removing products, quantity editing and ordering.
- Orders will be passed on to the back-office system.
- Payment or debit to account.
- Payment: SSL supported credit card payment.

- Payments are automatically updated within the back-office.
- Order tracking using back-office application data.
- Estimation of postage arrival.
- Displaying the status of the postage (pending, shipped, arrived...).

8.1.12 Client Account Section

- Customer authentication via login.
- Customer account details:
    - Login information: View/edit login information.
    - Contact details: View/edit contact details.
    - Addressing & Postal Details: View edit/postal details.
    - Authenticated credit/debit card details.
    - Orders: List/view/edit orders.
    - Payments: List/view payments: Purchase history and VPOS for secure payment
    - Printable receipt.
- Reminders: Automated email reminders. New product reminder and stock-in reminder.

8.1.13 FAQ section

Automatically generated list of FAQs and details.

8.1.14 Site-map

Automatically generated site-map of the web site.

8.1.15 Administration

A separate administration interface for the e-commerce web site can be offered in case the back-office administration is not adequate. There will be an admin account for administration and management of the data held within the web application. This admin facility can be a part of the web application and accessed from a password protected page or could be complete with the administration part of the back-office system most preferably. Web administration facilities will cover the following functionalities and features:

- Admin root account and staff login accounts. Admin root account insert, edit and delete staff login accounts.

- Special Offers: Pricing and products may vary from time to time which requires dynamic declaration & modification of special offers that will be displayed within the website. Functionality details include the following:
    - The user will be able to add any number of products together to form a package. This functionality may be controlled from the back-office system, otherwise all the changes has to be updated within the back-office system in real-time.
    - There will be different ways of setting the price of the package such as:
        - Manually entering the price for the package
        - Automatic calculation of the package by adding the value of the products together and subtracting the discount percentage which will be initially entered by the user.
- Products:
    - Each product will at least include following details: Picture(s), Available Dates, Usage availability, Description, Title, Price & Discount Percentage
    - Integration of the online system with the back-office will automatically update all additions, removals and updates of products in the back-office system in real-time.
    - Product Categories: List/edit/insert/delete multi-level product categories. Specifying special offer categories.
- Customer Accounts: Listing of customers. Editing login information. Sending login information via email.
- Payments: List, view, edit and delete.
- FAQ: List, view details, insert, edit or delete FAQs.
- Alerts: List/view/edit reminders created by the customers.
- Support: List of support requests. View details and reply. E-mail notification triggered by reply.
- Statistics: Unique visitors, page impressions and statistics for authenticated users (daily, weekly and monthly) (Optional Functionality).

8.1.16 Back-Office Interaction

- Real time product and customer data transfer from back-office database to the web site database.
- Customer account balance data transfer from back-office database to web site database when triggered by customer request or balance change.
- Orders & payments will be processed and updated along with the back-office database in real-time.
- Order status transfer from back-office application database to web site database when triggered by the customer request or status change.

8.2 Common Non-Functional Requirements

8.2.1 Usability

The system will provide an interface that requires minimal training so that a user who is familiar with Internet style forms and standard office automation software is able to use the system with minimal training.

8.2.2 Reliability

The system must be easy to implement change. The system has to be available globally 24/7 basis. The system failures need to be handled using recovery procedures.

8.2.3 Performance

Since huge number of transactions will be processed such as database access and sales, the system should be able to handle such a load and work without failure

8.2.4 Supportability & Maintainability

The system will be divided in separate components so that changes in one subsystem do not require rework of other subsystems. Deliverable web site is encouraged to be open source.

8.2.5 Security

The users must have a unique identification when logging in to the system and only the author must be able to upload and revise the publication. Online transactions have to be completely secure with appropriate encryption.

8.2.6 Acceptance

For a period of twenty days after the installation of the system herein ("Acceptance Period"), UNDP shall have the opportunity to run the system in order to test that all system operates substantially in accordance with the Contract Documents. UNDP shall provide to Contractor a description of any deviation from the Terms of Reference ("Deviation List") prior to the expiration of the Acceptance Period in accordance with the notice requirements set forth in this Agreement. Upon receipt of such notice, Contractor shall have twenty days to cure any such deviation listed on the Deviation List such that the System operates substantially in accordance with the Terms of Reference ("Cure Period").

8.2.7 Warranty

Hardware Warranty:

A warranty of minimum one year is required. If, within this period, after the system has been put into service, any defects are discovered or arise in the normal course of usage, the Contractor shall remedy the defect either by replacement or by repair.

Software Warranty:

Contractor warrants to that the Software, as delivered, for a period of one year from the date of Acceptance of the Software shall be free from material defects and under normal use the Software will perform substantially in accordance to the Documentation.

Contractor warrants that the Software shall not contain any computer code (i) intentionally or unintentionally designed to disrupt, disable, harm, or otherwise impede in any manner the operation of the Software, or any associated software, firmware, hardware, computer system or network (sometimes referred to as "viruses" or "worms"), (ii) that would disable the Software or impair in any way its operation based on the elapsing of a period of time, exceeding the authorized number of copies, or advancement to a particular date or other numeral, or (iii) that would permit Contractor to access the Software to cause such disablement or impairment, or any other similar harmful, malicious or hidden procedures, routines or mechanisms which would cause such Software to cease functioning or to damage or corrupt data, storage media, Software, equipment or communications, or otherwise interfere with operations.

In case of a breach of the Warranty, Contractor shall:

- For Services, at the option of UNDP, (i) re-perform the Services which were not as warranted at no additional charge by Contractor to UNDP, or (ii) promptly refund the fees paid to Contractor for the Services which were not as warranted.

- For Software which does not conform to the warranties contained in this Terms of Reference, Contractor will, at the sole discretion of UNDP, (i) repair or replace the nonconforming Software within a commercially reasonable time period of receiving notice from UNDP of such nonconformance, or (ii) refund the amounts paid by UNDP for the nonconforming Software module immediately upon return of the Software, and promptly execute with UNDP an amendment to the Agreement for the nonconforming Software pursuant to which the license is terminated for the Software module for which UNDP is receiving a refund.

9. DATA ENTRY

Manual entry of the details of the 25000 books into the database is required. A book record is composed of following information:

- Title
- Writer(s)
- Publisher
- Publish Year
- Book Description
- Cover Page (Image)
- Number of Pages
- Language
- ISBN
- Weight
- Size
- Price

10. APPLICATION SERVER

Minimum Requirements:

- Processor: Intel Xeon Dual Core min. 2.0 GHz Single Processor
- Memory: Min. 2 GB DDR2
- Storage: Hard drives: 2 x 146 GB, Internal storage: 10K RPM SCSI, RAID 1
- Network interface cards: 10/100/1000 x 2
- CD/DVD ROM Drive
- Chassis: Tower Chassis Orientation
- Power supply
- Keyboard: Turkish Q
- Mouse
- Monitor: 15” LCD
- Operating system: Microsoft Windows Server 2003 Standard

Note: Specifications of the application server including the operating system are subject to change in case the requirements listed above are not technically feasible for the offered back-office software.

11. BARCODE READERS

Minimum requirements are listed below:

- Type: Hand-Held, Laser
- Instant recognition and decoding of 1 dimensional barcodes
- Interfaces: Keyboard, USB
- Quantity: 2

- Type: Hands-Free (On table), Laser
- Instant recognition and decoding of 1 dimensional barcodes
- Interfaces: Keyboard, USB
- Quantity: 1

12. PRICE SCHEDULE FORM

Kindly indicate the budget (without VAT), including a cost breakdown as in the price schedule form below, requested for the project.

BACK-OFFICE SOFTWARE	ITEM	COST
	Requirements Gathering	
	Software License, Customization and Installation	
	User Manual	
	Training	
	Sub Total:	

E-COMMERCE WEB SITE	ITEM	COST
	Requirements Gathering	
	Interface/Graphic Design	
	Development and Installation	
	User Manual	
	Training	
	Sub Total:	

DATA ENTRY	ITEM	COST
	Manual Data Entry of 25000 Books	
	Sub Total:	

SERVER	ITEM	COST
	Server Hardware	
	Operating System License	
	Set-up	
	Sub Total:	

BARCODE READERS	ITEM	COST
	Two hand-held barcode readers	
	One hands-free barcode reader	
	Set-up	
	Sub Total:	

TOTAL:	